**Technology Troubleshooting Checklist**

***Things YOU can do in your classroom when you think your technology is dead***

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| **Problem** | **Possible Solution** |
| **Won’t Turn On**  *Desktop and Laptop* | that Power Strip in securely plugged into the wall and that all plugs from the computer are securely plugged into the Power Strip and/or wall  to see if the computer has gone to sleep by moving/wiggling the mouse or pressing the space bar on the keyboard |
| **Computer is on, the monitor/screen is dark**  *Desktop and Laptop* | to see if the computer has gone to sleep by moving/wiggling the mouse or pressing the space bar on the keyboard  *Desktop-*to make sure that the blue monitor cable from the monitor is securely plugged into the back of the computer’s CPU  *Desktop-*to see that the plug for the monitor is securely plugged into the Power Strip and/or wall  *Desktop-*press the menu button on the Monitor to check if the brightness needs adjustment. If nothing is visible--   * Press and hold in the Power Button until the light on the CPU goes out and the computer is silent. Wait 1 minute then restart the computer.   *Laptop-*if laptop is connected to an Interactive White Board (IWB) or LCD Projector that is turned **OFF,** turn on IWB or LCD Projector *OR*   * Press ***fn-F8 key*** up to 2 times pausing to check each time if the laptop screen shows |
| **Mouse won’t move**  *Desktop and Laptop* | *Desktop-*that the mouse plug is securely plugged into the back of the computer’s CPU and then move the mouse to check  *Desktop-*use the ALT-F4 keys combination or press and hold the Power Button to turn the computer off and then restart  *Laptop touch pad-*Use the ALT-F4 keys combination or press and hold the Power Button to turn the computer off and then restart to check if the mouse will respond. |
| **Keyboard doesn’t type**  *Desktop and Laptop* | *Desktop-*that the keyboard plug is securely plugged into the back of the computer’s CPU, then press a couple of keys to check   * Press and hold the Power Button to turn the computer off and then restart   *Laptop-*Press and hold the Power Button to turn the computer off and then restart to check if the keyboard will respond. |
| **CD/DVD won’t play**  *Desktop and Laptop* | to see if CD/DVD is seated properly by pressing the button on the drive to open the tray; reinsert the CD/DVD and try again  double-click on My Computer shortcut on the desktop or using the Start Menu to click on Computer   * Check to see if the CD/DVD drive is showing the CD/DVD in the drive   + Either double-click on the CD/DVD icon or right click on the icon and click on play   to see if the CD/DVD plays in another computer or laptop—the CD/DVD maybe unplayable or corrupted  if you get an error message, upgrade the media player by clicking on the Help menu and selecting ***Check For Updates***  install VLC Media Player <http://www.videolan.org/> and check to see if CD/DVD plays |
| **Can’t see Computer Screen on Interactive White Board (IWB) or LCD Projector**  *Laptop* | monitor cable (may have a blue colored plug) is securely plugged into the monitor port on the laptop AND into either the IWB or LCD Projector   * Turn laptop off then turn IWB or LCD Projector on, and restart laptop if laptop image doesn’t show proceed with the next step   + Press ***fn-F8 key*** up to 3 times pausing to check each time if the laptop image shows |
| **Sounds is not heard through external speakers**  *Desktop and Laptop* | to be sure that the speaker cable is connected into the headphone/speaker plug on the computer/laptop  if speaker needs a power supply using batteries, a power adapter into one of the speakers that gets plugged into the wall, OR a USB plug to be inserted into a USB port on the computer/laptop  the speaker icon located in the right-hand corner for a red No circle () indicating the **MUTE** button has been pressed silencing the volume of the computer.   * If so, press the **MUTE** button to turn on the volume   turn up the volume on the speakers and on the computer |
| **Pen from Interactive White Board (IWB) Doesn’t Work**  *Desktop and Laptop* | to be sure the USB cable for the IWB has been plugged into the correct USB port on the computer/laptop  that the USB cable is securely plugged into the USB port on the computer/laptop AND the junction box for the IWB   * The USB cable **MUST** be plugged into the same USB port each time.   to see if the ActivBoard Icon (a small rectangle that looks like the board) in the lower right-hand corner has a red **X** on it.   * Click on Start, then Control Panel * Double Click on Device Manager * Right Click on the **Promethean Serial Board Driver** it will have a Yellow Yield sign on the icon next to the label. * Click on **Update Driver** * Click on Browse or Let me pick from a list of drivers, click OK * The Promethean Serial Board Driver should show, click on it if it is NOT highlighted and click OK * After installed, the red **X** on the ActivBoard icon should disappear and a chime sound should be heard as the board communicates to the computer/laptop and ready for use |
| **Promethean ActivBoard-The arrow and the pen tip are not aligned** | Calibrating the pen and Promethean IWB  Way #1   * Close all open applications * Hover the pen above the flame located at the upper left-hand corner of the ActivBoard * Follow the on-screen directions making sure the pen is pressed perpendicular and in the center of each of the crosshairs shown on the board   Way #2   * Close all open applications * Right click on the ActivBoard Icon (a small rectangle that looks like the board) in the lower right-hand corner * Click on calibrate * Follow the on-screen directions making sure the pen is pressed perpendicular and in the center of each of the crosshairs shown on the board |
| **Computer won’t connect to the network**  *Desktop and Laptop* | Shut down the computer to restart  that you correctly typed the correct user name and password  that the **CAPS Lock** key has not been pressed  that the **Workstation** box is not checked  that the network cable is securely plugged into the computer’s CPU and into socket D in the wall. There should be an orange/yellow glowing light that flashes if the cable is connected correctly |

***and if all else fails….Don’t forget that you can always turn the desktop computer off with the 3-fingered salute CTRL-ATL-Del keys OR Pressing and holding the power button down for laptops to REBOOT and Start Again!***